Audio Conferencing

Product Summary

Audio Conferencing is a product designed for state agencies that conduct virtual meetings with participants from multiple locations. Audio Conferencing enables agencies to arrange meetings with up to 100 participants just about anywhere, anytime.

Audio Conferencing communications is transported on Qwest fiber network, providing dependable, crystal clear connections—whether you are calling across the street or around the world.

Audio Conferencing is available nationwide. Direct dial calls are carried by the State's long distance provider.

There are two types of Audio Conferencing services available to meet agency needs:

- **Reservation-less Conferencing** allows an agency "moderator" to conduct a conference call any time without operator assistance. Conference calls may be activated from any telephone in any location meeting with up to 100 participants.

- **Operator Assisted Conferencing** is an operator-managed service designed specifically to handle conference calls that require enhanced services and/or a more personal touch.

Product Features included with Reservation-less Conferencing

The following features are included in the cost of Reservation-less Audio Conference service. When scheduling an audio conference the customer specifies the features to be deployed for the conference.

Reservation-less Audio Conferencing Features	
• **24/7 availability**	
• **Up to 100 participants from any telephone in any location**	
• **Flexible connection methods**	Participants can connect via direct dial and toll-free calls.
• **Reservation system**	To schedule a conference a customer accesses the Qwest Communications Audio Conferencing reservation system by phone or web site.
• **No setup fees**	
• **No cancellation charges**	If a scheduled audio conference is cancelled, no charge is imposed.
• **No contract or term agreements**	ITS maintains a contract with the provider, Qwest. The customer simply schedules and uses the service as needed.
• **No minimum usage charge**	The customer pays only for service that is used.
• **Entrance and exit tones**	Distinctive tones sound as participants enter and exit the conference. These tones may be disabled on setup.
• **Full time operator monitoring**	An operator directs full attention to the monitoring of a single audio conference to manage requests or special instructions made during the conference.
• **Hold music**	This feature can be setup by the host.

• **Listen only**	Allows only the specified speaker(s) to be heard by participants. Disruptive background noise is eliminated.
• **Reservation confirmation**	Once a reservation is placed by a customer, he or she will receive an e-mail or fax confirming the conference arrangements. This confirmation verifies the accuracy of the reservation and can be used to notify participants of conference details.
• **Roll call management**	The Qwest audio conferencing operator conducts a formal roll call prior to turning the meeting to the conference moderator. This feature is not recommended for large conference calls.
• **Sub-conferencing**	Participants can adjourn to private sub-conference meetings separate from the main conference call. When instructed, the operator returns everyone to the original conference.
• **User training**	Live and web-based training is available for audio conference moderators.

Product Features included with Operator Assisted Audio Conference

The following features—in addition to the features described above for the Reservation-less Audio Conference service—are included with Operator Assisted Audio Conference service. When scheduling an audio conference the customer specifies the features to be deployed for the conference.

Operator Assisted Audio Conferencing Features	
Feature	**Description**
• **Operator Assistance**	A Qwest audio conference operator remains on the conference throughout the meeting to assist the customer with the conference and conference features.
• **Participant list**	A list of all conference attendees is e-mailed or faxed to the customer following a conference call. The customer may also provide a list to the Operator to identify invited participants before they are admitted to the call.
• **Overflow management**	The conference call will accept as many participants as possible, even if it is over your reserved amount—up to 100.
• **Time and charges summary**	A list of connection time and the duration of each connection for each participant is compiled for the customer. Charges only accrue during the time participants are connected to the call.
• **Transcription**	Text of the conference content in hard copy or diskette format.
• **WebView**	A visual web interface that allows customers real-time access to view the names of participants in conference and determines the order of participants who have requested the floor for a question. Note: This feature can only be utilized with a Conference Communication Line (additional cost).

Product Benefits

Audio Conferencing Benefits
• Conduct meetings anytime, anywhere.
• Conduct meetings with up to 100 participants.
• Extensive array of features for productive meetings.
• Two product options to meet the needs of agencies that want to moderate their own meeting and those that want operator assistance during conference.
• Flexible connection modes, including toll-free and direct dial access.

Services Available At Additional Costs

The following services are available for Operator Assisted Conferencing at an additional charge. Please request the features you would like to use when you schedule your call.

Services Not Included in Base Costs		
Feature	**Description**	**Costs**
▪ Broadcast Service	▪ An immediate and simultaneous distribution of any information you would like to provide is e-mailed or faxed to all participants in advance of the meeting.	▪
▪ Communications Line	▪ Upon request, Qwest can establish a communication line between the customer and an operator that provides conference updates and/or grants access to the call.	$50/conference/line
▪ Digital Replay	▪ The conference recording can be immediately played back to those who were unable to attend. Replays are accessible 24 hours a day, seven days a week. Features include fast forward, pause and rewind and are accessible through a toll-free number.	$40 setup; $0.24/minute/line
▪ Electronic Q&A	▪ Upon the operator's instruction, participants signal that they have a question by pressing "1" on their touch-tone phone. The operator then calls on each participant by name for a managed "question and answer" session.	$0.15/minute/line
▪ Language Translation	▪ The entire content of a call can be translated from English into as many as 140 languages. Translation is available 24 hours a day, seven days a week.	Case-by-case
▪ Tape Recording	▪ The conference is recorded, and a cassette tape(s), CD, Wave file or MP3 of all forms in which Qwest can record your conference.	$15/tape

▪ RSVP line	▪ Qwest allows participants to call and register for a conference call. The list is provided back to the customer. This information is helpful in learning more about your participants and for call planning.	$2/conference port reservation
▪ Electronic Polling	▪ The host asks a series of yes/no or multiple choice (up to nine choices) questions. Participants respond by pressing the appropriate digit on their touch-tone phone. Results of the voting are tabulated and distributed to the host while the call is in progress.	$0.15/minute/line
▪ Replay Participation Report		$1.00/name
▪ Notification in Advance		$3.00/domestic notification $6.00/international notification
▪ Transcription		$45/15-minute block
▪ Participant Lists		$5/list
▪ Streaming – Archived Call		$0.65/playback + $175 production cost
▪ Indexing		$425 (Power Point Presentation synched with audio)

Features – Reservationless Audio Conferencing

Features
• Never incur cancellation charges
▪ No usage minimum – You only pay for what you use.
▪ Conference room is available 2/47 and may be activated with up to 100 participants from any telephone in any location.
▪ No contract or term agreements
▪ No setup fees
▪ Entrance/Exit tones
▪ Full time operator monitoring
▪ Hold music
▪ Listen only
▪ Reservation confirmation
▪ Roll call
▪ Sub-conferencing
▪ Live and web-based training for moderators is available.

Features - Operator Assisted Call

The following features are included in the cost of an Operator Assisted Call. You will need to request the features you would like to use when you schedule your call.

Feature	Description
▪ WebView	▪ Visual web interface that allows customer real time access to view the names of participants in conference and determines order the participants who have requested the floor for a question. Must be utilized with a Conference Communication Line.
▪ Music hold	▪ This feature is also available at the host's request.
▪ Sub-conferencing	▪ Participants adjourn to private meetings, separate from the main conference call. When instructed, the operator returns everyone to the original conference.
▪ Listen only mode	▪ This feature allows only the specified speaker(s) to be heard. This feature is an excellent way to eliminate disruptive background noise during presentations.
▪ Entrance and exit tones	▪ Distinctive tones sound as participants enter or exit the conference. These tones may be disabled upon request.
▪ Participant list	▪ A list of all conference attendees is e-mailed or faxed to the host following a conference call. The host may also provide Qwest with a list to identify participants before they are admitted to the call.
▪ Overflow management	▪ You are able to accept as many participants as possible, even if it is over your reserved amount
▪ Reservation confirmation	▪ After placing a reservation, the host may receive an e-mail or fax detailing the conference arrangements. This e-mail/fax verifies the accuracy of the reservation and can be used to notify participants of conference details.
▪ Time and charges summary	▪ A list of connection times and the duration of each connection for the participants may be compiled for the host. Charges only accrue for the time participants are on the call.
▪ Full-time monitoring	▪ On request, an operator directs his/her full attention to the monitoring of a single conference to manage any requests or special instructions made during that conference.
▪ Roll Call	▪ At the host's discretion, the conference operator conducts a roll call before formally turning the meeting over to the conference host. This feature is not recommended for very large conference calls.
▪ Transcription	▪ Qwest provides the text of a conference in hard copy or diskette format.

Related ITS Products

An extensive portfolio of Web conferencing tools to complement the Reservationless and Operator Assisted Conferencing is available.

Related Products	
Product	**Description**
Web Control	▪ Identify who attends, speaks in and leaves the call using your Web browser; mute and hold side conversations with participants with a click of your mouse.
Web Conferencing	▪ Share presentations and documents with your participants using your Web browser.
Video Conferencing	▪ Meet face-to-face with participants using standard video conferencing equipment.

ITS Responsibilities

ITS Responsibilities
Maintain contract with Qwest Communications.
Provide accurate and current product documentation on ITS product web site.

Customer Responsibilities

Customer Responsibilities
Set up account with Qwest
Initiate conference

ITS Customer Support

ITS Customer Support
Problem resolution is managed through industry best practices using the Remedy Help Desk application.
Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.
Problems may be submitted via phone, web, or live chat.
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
Response to escalated problem submissions not resolved by Help Desk is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
Target problem resolution is two business days for low and medium priorities, eight business hours for high priorities, and two business hours for urgent priorities.
Resolution performance and escalation performance are measured regularly.
Customer satisfaction is measured regularly.

System Requirements

System Requirements
Telephone set
For Web-Conferencing, a computer is required.

Product Rate

Cost Information		
	Description	**Rate ($)**
Toll Free Dial In		
	Reservationless	*$.14/min/participant*
	Operated Assisted	*$.25/min/participant*
Caller Paid Dial In	*Reservationless*	*$.12/min/participant*
	Operator Assisted	*$.16/min/participant*
Operator Assisted (Dial Out)		*$.25/min/participant*

Ordering the Product

To set up an audio conference account, submit the following information to the Telecom Order Desk itsorderbox@utah.gov:

Department/Agency
Street Address
City and Zip Code
Billing Das Code
Scheduler Name, phone # and email address
Moderator Name, phone # and email address.

The Telecom Order Desk will submit an order request on behalf of the customer to Qwest. When the account has been established the customer is notified via email. The email will include the dial-in number, conference room number, and PIN. Upon notification, the account is active and ready to use.

Training

Live and Web-Based training for moderators is available at: *http://conferencing.qwest.com*.

Product Agreement

ITS and the Customer agree that this Product Description constitutes a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.

Definitions

Moderator:
The person who owns the conferencing account and is billed for the service. The moderator will have an access number, a unique room number and a unique PIN.

Scheduler:
The person who schedules the conference.

Access Number:
A toll-free or long-distance number that is dialed by all conference attendees to connect to the conference service.

Room Number:
A seven-digit number that all conference attendees enter once they connect to the conference service. A conference attendee always presses the * key before and after the room number. For example if your room number is 1234567 you will press ***1234567***.

PIN Code:
A four-digit code that the moderator enters to start the conference. The PIN code is for security; moderators should not share the PIN code.

Toll Free:
Participants can use a toll-free number to connect to a conference or can make a long distance call to connect to a conference.

Caller-Paid Dial-In Service:
When a participant makes a long distance call to connect to a conference.

Participants dial a pre-assigned telephone number and enter a 6-digit access code. Each participant pays their own long distance charges to reach the Conference Bridge. The Moderator assumes responsibility for the bridge charges and any special feature charges. This service supports up to 100 call participants.

Note: *Use this service only when non-State participants will pay for their own long distance call. When the State will pay, Toll Free Dial-In Service is less expensive.*

Operator-Dialed Service:
Moderators may also choose to have operators call participants to add them to a conference. This is called operator-dialed service. Operator-dialed service is charged $.25 per minute to each participant.

The Qwest Teleconference Specialist dials out to each participant, including the Moderator, and adds them to the call. The Moderator assumes responsibility for all charges.

Toll-Free Dial-In Service:
Participants dial a toll free number to access the conference bridge. The Moderator assumes responsibility for all charges related to the call. Up to 100 call participants can be supported.